

(19)



Europäisches Patentamt
European Patent Office
Office européen des brevets



(11)

EP 0 964 590 A3

(12)

EUROPEAN PATENT APPLICATION

(88) Date of publication A3:
16.08.2000 Bulletin 2000/33

(51) Int Cl.7: H04Q 7/22

(43) Date of publication A2:
15.12.1999 Bulletin 1999/50

(21) Application number: 99304344.7

(22) Date of filing: 03.06.1999

(84) Designated Contracting States:
AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU
MC NL PT SE
Designated Extension States:
AL LT LV MK RO SI

(30) Priority: 08.06.1998 US 93944

(71) Applicant: Phone.Com, Inc.
Redwood City, CA 94063 (US)

(72) Inventors:
• Dahm, Cynthia N.
Palo Alto, California 94306 (US)

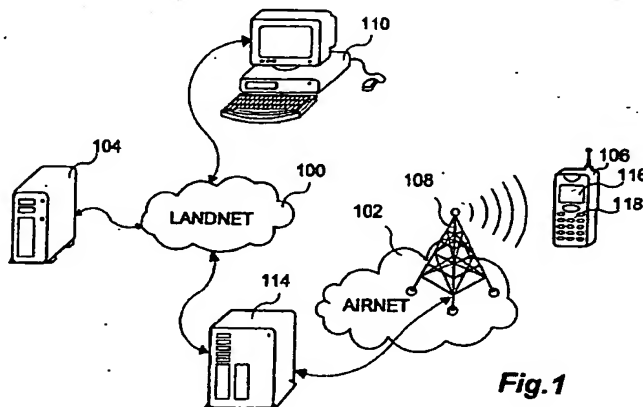
• Heumann, Gregory A.
San Mateo, California 94403 (US)
• Martin, Bruce K., Jr.
Palo Alto, California 94306 (US)
• Rossman, Alain S.
Palo Alto, California 94303 (US)

(74) Representative: Ablett, Graham Keith et al
Ablett & Stebbing,
Caparo House,
101-103 Baker Street
London W1M 1FD (GB)

(54) Visual interface to mobile subscriber account services

(57) The present invention discloses a method and apparatus for providing visual interfaces to mobile subscriber account services suitable for mobile devices (106) with a small screen (116) and phone keypad (118) communicating, via a wireless data network (102), with a remotely located server device (114) providing the mobile subscriber account services. The mobile subscriber services are accessed through the wireless data network, the server device comprising an account manager managing a user account associated with the client device. The screen display comprises a plurality of user

interface components, each corresponding to a particular aspect of the mobile subscriber services. Apart from the interactive voice system and other related systems providing access to subscriber account services, the present invention provides direct visual interface to the mobile subscriber account services and allows mobile subscribers to efficiently, visually and interactively, for example, access desired information and place service requests, through the limited screen and phone keypad at anytime from anywhere with limited costs to the service providers and maximum convenience to mobile subscribers.





European Patent
Office

EUROPEAN SEARCH REPORT

Application Number
EP 99 30 4344

DOCUMENTS CONSIDERED TO BE RELEVANT			
Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int.Cl.6)
X	WO 97 41654 A (MCLORINAN ANDREW GEORGE ;TSOUKAS GEORGE JAMES (AU); ERICSSON TELEF) 6 November 1997 (1997-11-06) * page 6, line 31 - page 7, line 24 *	1-11,13	H0407/22
X	EP 0 812 120 A (NOKIA MOBILE PHONES LTD) 10 December 1997 (1997-12-10) * column 4, line 42 - column 8, line 30 *	1,2,4-9,13	
			TECHNICAL FIELDS SEARCHED (Int.Cl.6)
			H04Q
The present search report has been drawn up for all claims			
Place of search THE HAGUE		Date of completion of the search 23 June 2000	Examiner Weinmiller, J.
<p>CATEGORY OF CITED DOCUMENTS</p> <p>X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document</p> <p>T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons & : member of the same patent family, corresponding document</p>			

EPO FORM 1503 03.92 (P04.001)

**ANNEX TO THE EUROPEAN SEARCH REPORT
ON EUROPEAN PATENT APPLICATION NO.**

EP 99 30 4344

This annex lists the patent family members relating to the patent documents cited in the above-mentioned European search report.
The members are as contained in the European Patent Office EDP file on
The European Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

23-06-2000

Patent document cited in search report	Publication date	Patent family member(s)	Publication date
WO 9741654 A	06-11-1997	AU 2375097 A EP 0864211 A	19-11-1997 16-09-1998
EP 0812120 A	10-12-1997	FI 962351 A CN 1169072 A US 6035189 A	07-12-1997 31-12-1997 07-03-2000

EPO FORM P4489

For more details about this annex : see Official Journal of the European Patent Office, No. 12/82